

# CURRICULUM VITAE

## **MIZAN ALRDY HESSEN AHMED**

Mobile: 054-5020497

Email:mazinahmed586@gmail.com



### **Application for post of: "Customer Services Executive"**

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#### **Career Objective:**

Seeking a suitable placement in a professional organization with an opportunity for career growth. I am submitting my application with the hope of accomplishing my lofty objectives in life. It will be my best endeavors to merit your confidence and satisfaction.

#### **Educational Attainment:**

- ❖ B.Sc in IT (Bachelor of Science Information Technology) under the Sikkim Manipal University in Hyderabad-India

#### **Working Experience:**

- ❖ Having 4 years working experience as the capacity of "**Customer Services Executive**" at **Majed Al Futtaim Carrefour Contact Center** in Dubai-UAE from February 2016 to April 2020.

#### **Duties & Responsibility:**

- ❖ Resolve **customer** complaints via phone, email, mail, or social media.
  - ❖ Use telephones to reach out to **customers** and verify account information.
  - ❖ Greet **customers** warmly and ascertain problem or reason for calling.
  - ❖ Cancel or upgrade accounts.
  - ❖ Assist with placement of orders, refunds, or exchanges.
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- ❖ Having 1 year working experience as the capacity of "**Customer Services Executive**" at **MTN Telecommunication** in Sudan from June 2013 to January 2014

#### **Skills:**

- ❖ Hard working.
- ❖ High communication skills.
- ❖ Self confidential
- ❖ Ready to work in challenging condition.

**Personal Details:**

Nationality : Sudan  
Sex : Male  
Marital Status : Married  
Date of Birth : 21-12-1983

**Passport Details:**

Passport No. : P07722112  
Date of Issue : 10-03-2021  
Date of Expiry : 09-03-2026  
Visa Status : Visit

**Languages known:**

**English, Arabic, Hindi,**

**Declaration:**

All the details stated above are true to the best of my knowledge. If you will give me a chance to serve under your kind control I assure to perform my duty efficiently and up to the entire satisfaction of my superiors

**MIZAN ALRDY HESSEN AHMED**